



VOLUNTEERS  
needed

**Location:** Bridge Community Project, Livingston EH54 5FD

**Time commitment:** Flexible – we'll agree hours that suit you and the service

**Voluntary role:** Money Adviser (expenses available if applicable)

***Join our team and make a real difference in our community by helping people regain control and improve their financial wellbeing.***

Bridge Community Project supports local people through financial hardship with dignity, care, and practical help. We're looking for a Volunteer Money Adviser to join our Financial Wellbeing Team and work alongside our staff and volunteers to support clients struggling with debt.

This is a meaningful role where you'll help people find solutions, reduce stress, and move forward more positively.

**This volunteer role is still growing, so don't worry if you're new to this kind of work — we'll provide training and support to help you feel confident with practical tasks and our systems.**

### ***You can expect us to***

- make you feel welcome, included and respected in line with our values and behaviours
- support you in having a positive and impactful experience at the Bridge Community Project
- cover agreed out-of-pocket expenses in line with our Expenses Policy
- provide you with access to learning, development and opportunities to use your skills and experience

### ***What you'll be doing***

#### **Money Advice and casework**

- Supporting people in financial hardship to regain control and move forward
- Working with clients who are in debt, helping them understand their options
- Assisting clients to reach realistic debt solutions
- Providing advocacy, negotiation, and emotional support
- Work within the ethos, values, and confidentiality policy of the Bridge Community Project.

- To maintain full and accurate case records in accordance with our Financial Wellbeing Service systems
- Working closely with Bridge Support Advisers to make sure clients have the holistic support in place

### **Team work and development**

- To attend appropriate training courses and to keep up to date with relevant legislation, policies and practices
- To attend regular meetings appropriate to the role
- Being part of a supportive, collaborative team

## **Who we're looking for**

### **Essential**

- Have completed money advice training **or be willing to complete it** (we will support you with this)
- Excellent interpersonal and communications skills, with the ability to relate to and work in a non-judgemental confident and sensitive manner with vulnerable clients
- Comfortable using basic IT (email, Word/Google docs, spreadsheets)
- Knowledge and understanding of financial difficulties faced locally by individuals and resources to support them
- Excellent interpersonal and communications skills, with the ability to relate to and work in a non-judgemental confident and sensitive manner with vulnerable clients
- Ability to be self-motivated and to work to a high standard.

### **Desirable**

- Experience in Money Advice, welfare rights, or advocacy work.
- Competent IT skills and experience of using a data management system
- Experience volunteering or working with the public
- Full UK driving licence

**Note: Full training will be provided for all aspects of the role.**

## **Application Details**

- Please submit a **CV and cover letter** outlining your interest in the role and relevant experience to the email address: [anna@bridgecommunityproject.org.uk](mailto:anna@bridgecommunityproject.org.uk)